

EDITED KSA LISTING

CLASS: EXECUTIVE ASSISTANT

NOTE: Each position within this classification may be required to possess all or some of these knowledge, skills or abilities.

	Knowledge of:
K1	Extensive knowledge of office management principles, methods and procedures to provide administrative assistance and secretarial support for an Administrator/Warden.
K2	General knowledge of personnel and fiscal management practices to recognize and identify related issues appropriately for processing or redirecting.
K3	Comprehensive knowledge of Administrator's/Warden's responsibilities with regards to the organization's programs to provide information and assist staff on sensitive departmental or program issues.
K4	Comprehensive knowledge of functions, programs, and operations in the Administrator's/Warden's area of responsibility to properly direct inquiries, correspondence, and assignments.
K5	General knowledge of department Equal Employment Opportunity program and the processes to ensure compliance and maintain a work environment free from harassment and discrimination.
K6	General knowledge of California Department of Corrections' relationship with other governmental entities (e.g., Senate Rules Committee, Youth and Adult Correctional Agency, other law enforcement agencies, etc.) to properly direct inquiries and correspondence.
K7	Comprehensive knowledge of secretarial practices (e.g., grammar, proofreading skills, use of departmental clerical references, compose and format letters, etc.) to consistently produce complete and accurate documents.
K8	General knowledge of the operation and maintenance of office equipment (e.g., personal computer, copier, fax, video equipment, multi-line telephone, etc.) to conduct daily activities.
K9	Knowledge of basic math in order to complete various office forms and tasks (e.g., travel advance/expense claim, mileage forms, ordering supplies, etc.).

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	Skill to:
S1	Communicate effectively in order to exchange information and/or provide direction to staff and others.
S2	Effectively contribute to the department's EEO objectives to create and maintain a fair and equitable work environment.
S3	Analyze situations (e.g., staff/inmate complaints, Governor's Office/YACA request, facility/departmental emergencies, etc.) to effectively determine its importance and respond appropriately.
S4	Organize and maintain an Administrator's/Warden's office (e.g., daily workload, work area, schedule, tracking and filing systems, etc.) to promote an efficient work environment.
S5	Maintain discretion in identifying and processing sensitive and confidential information/assignments.
S6	Use interpersonal skills (tact and diplomacy) when communicating to promote a positive work environment and to gain the cooperation of others.
S7	Work under pressure and time constraints while handling changing priorities/deadlines to complete assigned tasks and assist the Administrator/Warden.
S8	Maintain flexibility to complete assigned tasks and assist the Administrator/Warden in a multi-task work environment
S9	Supervise and redistribute the workload to complete assignments/tasks in a timely manner.
S10	Operate office equipment as necessary to complete assignments or tasks.
S11	Research information, upon request or as needed, to complete assignments or tasks.
S12	Identify and process incoming mail in order of importance/priority for proper handling and redirection.
S13	Compose and edit documents for content, grammar, punctuation, and format for concise and accurate documents.
S14	Apply Arithmetic (math) computations, as needed in the completion of assignment and tasks (e.g., travel advance/expense claims, etc.).
S15	Take minutes of meetings to summarize pertinent topics of discussion.

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	Ability to:
A1	Think clearly in order to make decisions necessary to complete workload.